Getting Started Guide

BlackBerry 8700 Smartphone

BlackBerry

MAT-14406-001 | PRINTSPEC-016 | RAT42GW

BlackBerry

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Welcome to BlackBerry!

Get ready to experience the freedom and connectivity of your all-in-one mobile solution. Setting up your BlackBerry® device is easy. Simply verify that your SIM card and battery are inserted in your device, charge the battery, and complete the setup wizard. After you complete the setup wizard, take some time to explore the features on your device. This guide provides tips and instructions to help you learn the basics quickly.

Set up your device

Insert the SIM card and battery

Your SIM card is a small rectangular plastic card that stores important information about your wireless service. Your SIM card might already be inserted in your BlackBerry® device.

1. Press the battery cover release button.
2. Slide off the battery cover.
3. If the battery is inserted, remove the battery.
4. If your SIM card is already inserted, proceed to step 8.
5. Remove the SIM card from any packaging.
6. Hold the SIM card so that the metal contacts on the SIM card face down and the cutoff corner points toward the lower-right corner of the device.
7. Slide the SIM card into the SIM card slot until it stops.

   One end of the SIM card should be hidden below the plastic casing on your device.
8. Insert the battery so that the BlackBerry logo faces up and the metal contacts on the battery align with the metal contacts on your device.
9. Slide the battery cover back onto the device so that it clicks into place.

If the battery is charged, the device turns on. If the device does not turn on, charge the battery.

Figure 1. Remove the battery cover

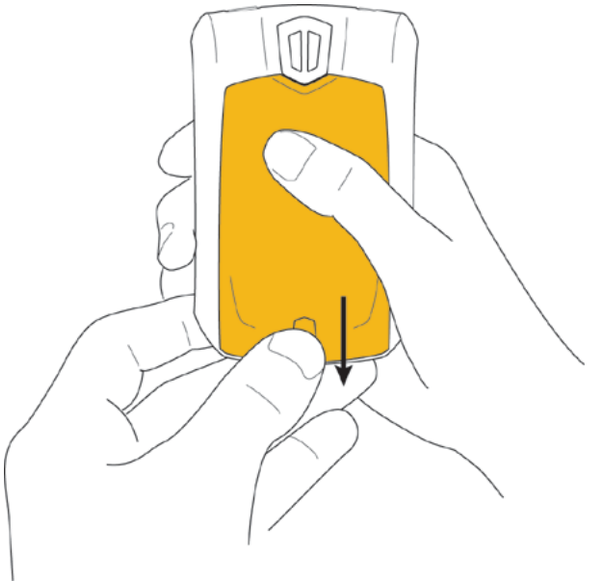


Figure 2. Insert the SIM card

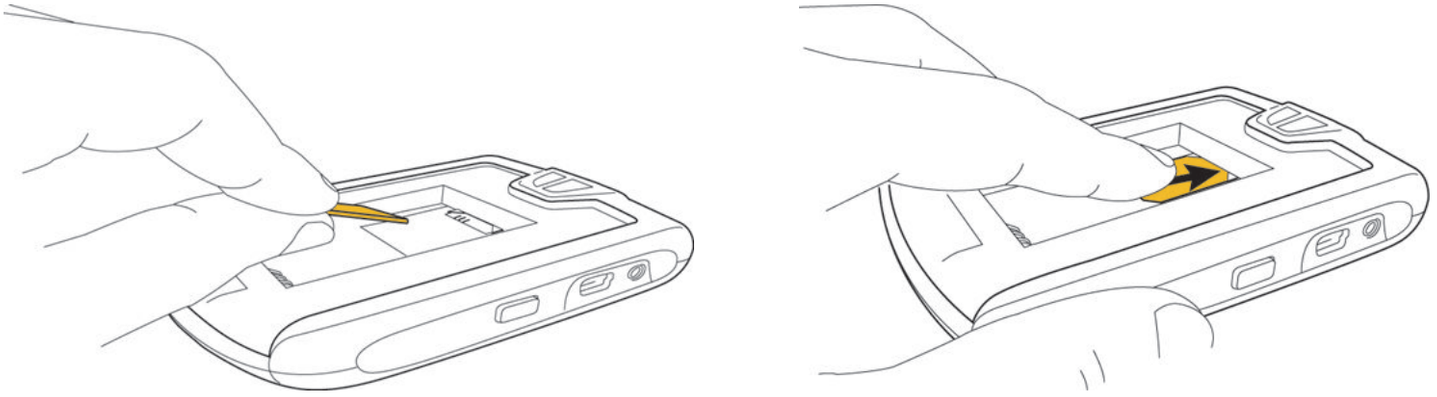
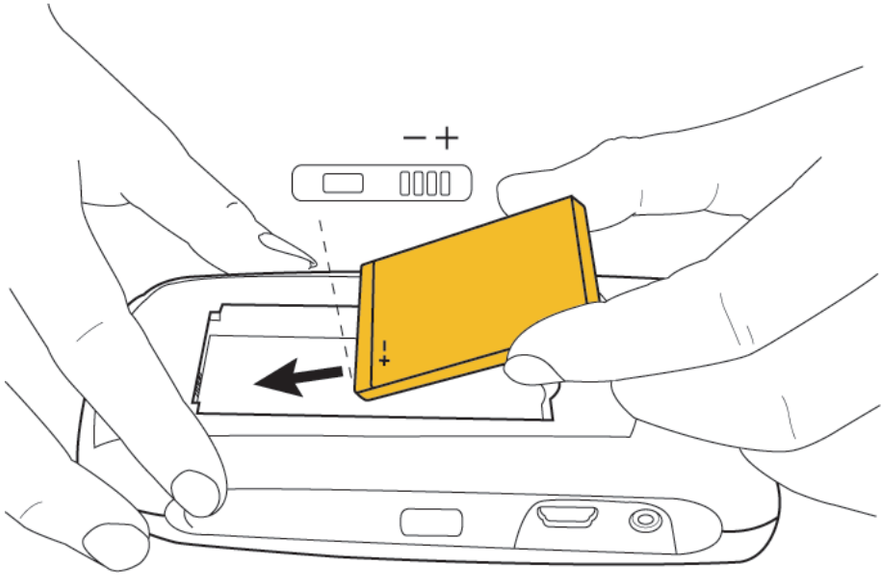


Figure 3. Insert the battery



Charge the battery

1. If required, perform one of the following actions:
    - Insert the plug blade attachment into the power adapter.
    - Fold the plug blades down.
2. Connect the small end of the travel charger cable to the USB port on the side of your BlackBerry® device.
3. Plug the power adapter into a power outlet.
4. Charge the battery to full power.

Figure 4. Insert plug blade attachment or fold plug blades down (if required)

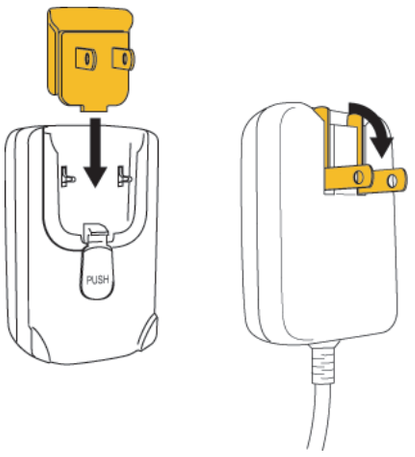
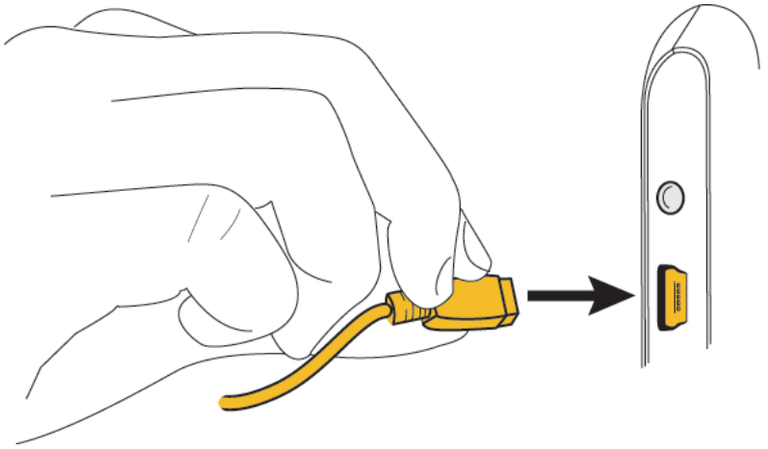


Figure 5. Connect the travel charger cable to your device



If you have an available USB port on your computer, you can use the USB cable that came with your device to connect your device to your computer for charging.

Battery power level indicators

	full battery power		battery charging
	low battery power		

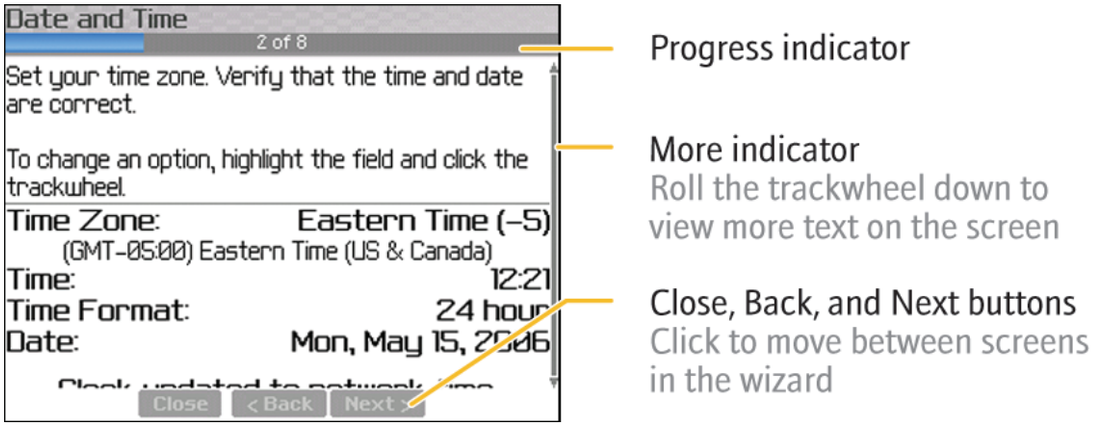
Complete the setup wizard

The setup wizard is designed to help you learn about typing, set options to personalize your BlackBerry® device, and set up one or more email addresses. The setup wizard takes approximately ten minutes to complete.

1. In the setup wizard dialog box, roll the trackwheel to highlight **Run Setup Wizard**.
2. Click the trackwheel.
3. Read the setup wizard introduction.
4. Roll the trackwheel to highlight **Next**.
5. Click the trackwheel.
6. Complete the instructions on the screen.

Note: If the setup wizard dialog box does not appear automatically, on the Home screen, press the **Front Convenience** key. Click **Setup Wizard**.

Figure 6. Setup wizard screen


Date and Time
2 of 8
Set your time zone. Verify that the time and date are correct.
To change an option, highlight the field and click the trackwheel.
Time Zone: Eastern Time (-5)
(GMT-05:00) Eastern Time (US & Canada)
Time: 12:21
Time Format: 24 hour
Date: Mon, May 15, 2006
Close
< Back
Next >
Progress indicator
More indicator
Roll the trackwheel down to view more text on the screen
Close, Back, and Next buttons
Click to move between screens in the wizard

About email setup options

Use one of the following options to set up email on your BlackBerry® device:

- **BlackBerry Internet Service option:** Use this email setup option to create a new email address for your device or to associate your device with one or more (up to ten) existing email addresses. You can set up email using this option by selecting the **I want to create or add an email address** option in the setup wizard on your device.
- **BlackBerry Enterprise Server option:** Use this email setup option to associate your device with a Microsoft Outlook, IBM Lotus Notes, or Novell® GroupWise® work email account and to take advantage of advanced wireless data synchronization capabilities. If your system administrator has provided you with an enterprise activation password, you can set up email using this option by selecting the **I want to use a work email account with a**

BlackBerry Enterprise Server option in the setup wizard on your device. If you do not have an enterprise activation password, contact your system administrator.

- **BlackBerry Desktop Redirector option:** Use this email setup option to associate your device with a Microsoft Outlook (Workgroup Installation) email account. You can set up email using this option by installing the BlackBerry Desktop Software and selecting the BlackBerry Desktop Redirector option. If you use this email setup option, you must keep your computer turned on to receive your email messages.

Note: The available email setup options might vary depending on your wireless service plan.

Add or create an email address using the setup wizard

1. In the setup wizard, on the email setup screen, select the **I want to create or add an email address** option.
2. Click **Next**.
3. Click **Next** to open the email setup web site on your device.
4. On the email setup web site, click **Create New Account**.
5. If you agree to the legal terms and conditions, click **Yes**.
6. Type the login user ID of your choice for the email setup web site.
7. Type a login password of six or more characters.
8. Record your login user ID and password in a safe place.

9. Click your language.
10. Perform one of the following actions:
    - To associate an existing, supported email address with your BlackBerry® device, type the email address information.
    - To create a new email address for your device, click **Create a BlackBerry email address**.
    - To learn more about setting up email addresses or using the email setup web site, click **Help**.

To log out of the email setup web site and return to the setup wizard, click **Log Out**.

Learn the basics

Move around the screen

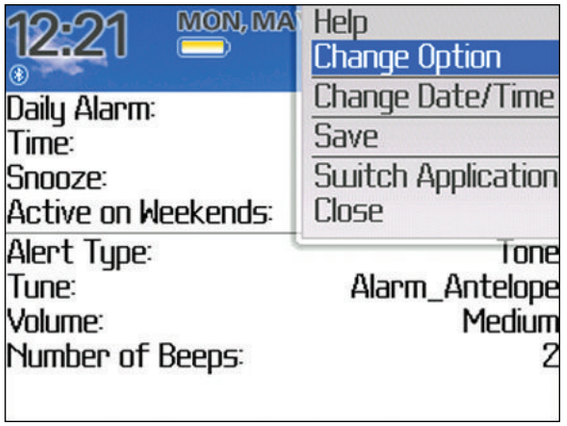
- To move the cursor and highlight items, roll the trackwheel.
- To select an item or follow a link, click the trackwheel or press the key.
- To open a menu, click the trackwheel.
- To close a menu or move back a screen, press the **Escape** key.

Open a menu

- To open a list of the applications on your BlackBerry® device, press the **Front Convenience** key on the Home screen.
- To open a menu of all the available actions for a highlighted item in an application, click the trackwheel.

Figure 7. Applications List

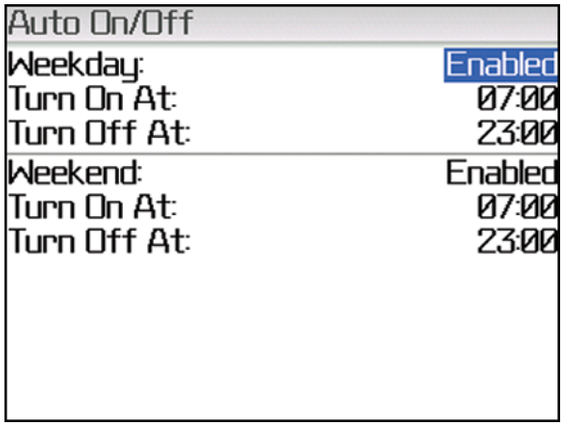
Figure 8. Full menu



Change the value in a field

1. Highlight a field.
2. Click the trackwheel.
3. Click a value.

Figure 9. Change the value in a field



Typing basics

Typing indicators

	Shift mode		number lock mode
	Alt mode		

Typing tips

- To capitalize a letter, hold the letter key until the capitalized letter appears or press the key and the letter key.

- To type the alternate character on a key, hold the ALT key and the character key.
- To type a symbol, press the SYM key. Type the letter that appears below the symbol.
- To type an accented or special character, hold the letter key and roll the trackwheel. Release the letter key when the accented or special character appears. For example, to type ü, hold U and roll the trackwheel until ü appears.
- To turn on NUM lock, press the ALT key and the NUM key.
- To turn off NUM lock, press the ALT key.

Applications

Take some time to explore the applications that are available on your BlackBerry® device. Here are a few applications to get you started.

	Click **Setup Wizard** to learn about typing, set options to personalize your device, and set up your email address. The setup wizard also provides links to information about common tasks.
	Click **Browser** to visit web pages or view the browser bookmark list.

	Click **Call Log** to make a call or view a list of recent calls.
	Click **Media** to view saved ring tones and pictures.
	Click **Messages** to view a list of your messages. More than one message list might appear on your device.
	Click **Options** to view the main list of device options. You can also access additional options from the menu in each application.
	Click **Address Book** to view your contact list or add a new contact.
	Click **Help** to view the user guide for your device. The user guide provides procedures to help you use your device.

Home screen status indicators

	alarm set		missed call count
	unopened message count		sending data
	missed calendar reminder		receiving data

	voice mail message		roaming
	Bluetooth® technology is turned on		paired with Bluetooth enabled device

Message list status indicators

	unopened message		MMS message
	opened message		sent message
	message with an attachment		message is sending
	message is high priority		message not sent
	SMS text message		

Phone status indicators

	missed call		received call
	placed call		

Wireless network coverage indicators

Indicators on the Home screen display the wireless coverage level for the area in which you are using your BlackBerry® device. A wireless coverage level might limit the use of some device features.

EDGE	You can use the phone, send and receive email, PIN, SMS text, and MMS messages, and use the browser with a high speed data connection.
GPRS	You can use the phone, send and receive email, PIN, SMS text, and MMS messages, and use the browser.
edge	You can use the phone and send and receive SMS text messages.
gprs	
GSM	

	You can only make emergency calls.
	Your device radio is turned off.
	You are not in a wireless coverage area.

Start using your device

Make a call

1. On the Home screen or in the phone, perform one of the following actions:
    - Type a phone number.
    - Type part of a contact name. Highlight a contact or phone number.
2. Press the key.

To end the call, press the key.

Send an email message

1. In a message list, click the trackwheel.
2. Click **Compose Email**.
3. In the **To** field, perform one of the following actions:
    - Type an email address.
    - Type a contact name.
    - Type part of a contact name. Click a contact.
4. Type a message.

5. Click the trackwheel.
6. Click **Send**.

Note: If your BlackBerry® device is associated with more than one email address, in the Send Using field, you can set the email address that you want to use to send the email message.

Send an SMS text message

1. In a message list, click the trackwheel.
2. Click **Compose SMS**.
3. Perform one of the following actions:
    - If the contact is not in your address book, click **[Use Once]**. Click **SMS**. Type an SMS phone number (include the country code and area code) or an email address. Click the trackwheel. Click **Continue**.
    - If the contact is in your address book, click a contact. Click **SMS <contact name>**.
4. Type a message.
5. Click the trackwheel.
6. Click **Send**.

Add a contact

1. In the address book, click the trackwheel.
2. Click **New Address**.
3. Type the contact information.
4. Click the trackwheel.
5. Click **Save**.

Visit a web page

1. In the browser, click the trackwheel.
2. Click **Go To**.
3. Perform one of the following actions:
    - Type a web address. Click the trackwheel.
    - Highlight a web address. Click the trackwheel.
    - Highlight a web address. Click the trackwheel. Click **Edit**. Change the web address. Click the trackwheel.
4. Click **OK**.

Pair with a Bluetooth enabled device

Some Bluetooth® enabled devices have passkeys that you must type before you can pair with them.

1. In the Bluetooth setup application, click **OK**.
2. Click a Bluetooth enabled device.
3. If required, type the passkey for the Bluetooth enabled device on your BlackBerry® device.
4. If required, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device.

About using your device with a computer

You can install the BlackBerry® Desktop Software on your computer and connect your BlackBerry device to your computer to perform any of the following actions:

- Synchronize organizer data such as contacts, calendar entries, tasks, and memos between your device and your computer.
- Back up and restore device data.
- Transfer files between your device and your computer.
- Add applications to your device.

- Set up and manage email message forwarding or wireless calendar synchronization if your system administrator has advised you to do so.
- Set up and manage email message forwarding using the BlackBerry Desktop Redirector to forward email messages from a Microsoft® Outlook® (Workgroup installation) email account that resides on a Microsoft Exchange Server version 5.5 or later.

For more information about synchronizing data, backing up or restoring data, adding applications, or other functions, see the *BlackBerry Desktop Software Online Help*.

Installation prerequisites

- Intel® compatible 486 or higher computer that is compliant with USB 1.1 or later
- Microsoft® Windows® 2000, or later
- available USB port
- CD drive

Install the BlackBerry Desktop Software

1. Verify that your BlackBerry® device is not connected to your computer.
2. Insert the BlackBerry User Tools CD into the CD drive on your computer.
3. Click **BlackBerry Desktop Software**.

4. Complete the instructions on the screen.
5. When the installation is complete, connect the smaller end of the USB cable to the USB port on the side of your device.
6. Connect the larger end of the USB cable to the USB port on your computer.

Note: If the BlackBerry Desktop Manager does not open automatically, on the taskbar, click **Start** > **Programs** > **BlackBerry** > **Desktop Manager**.

About accessories

You can buy accessories such as batteries, carrying solutions, headsets, and charging solutions for your BlackBerry® device. Contact your wireless service provider or visit www.shopblackberry.com for more information.

CAUTION: Use only accessories that Research In Motion has approved for use with your device model. Use of other accessories might invalidate your warranty and might be dangerous.

About adding applications to your device

You can download applications for your BlackBerry® device from a web site such as mobile.blackberry.com using the browser on your device. You can also download application files from a web site such as www.handango.com/blackberry/ using a browser on your computer. If you download applications using a browser on your computer, you can add the application to your device using the application loader

tool of the BlackBerry Desktop Software. The BlackBerry Desktop Software is available on the *BlackBerry User Tools CD* that came with your device.

CAUTION: If you add an application to your device, read the terms and conditions for the application carefully. Research In Motion makes no representation, warranty, or guarantee whatsoever for applications that you add to your device and assumes no liability for them.

Find more information

- To view the user guide for your BlackBerry® device, click **Help** in the application list or in an application menu.
- To view the BlackBerry 101 tutorial, user guide, safety and product information booklet, or software license agreement and warranty for your device, insert the *BlackBerry User Tools CD* that came with your device into the CD drive on your computer.
- To try a free 30-minute introductory training course (available in English only) for your device or to purchase additional training, visit www.blackberry.com/go/onlinetraining.
- To find information about your wireless network or your wireless service plan, visit your wireless service provider web site.
- To find software, games, and accessories for your device, visit www.discoverblackberry.com.

Troubleshooting

I cannot connect to a wireless network

Try performing the following actions:

- Verify that your SIM card is inserted in your BlackBerry® device correctly.
- Verify that you have turned on the connection to the wireless network.
- Verify that you are connected to your wireless service provider's network. If you switched wireless networks manually, your device remains connected to that wireless network until you select your wireless service provider's network again.

I cannot associate my device with an email address

Try performing the following actions:

- On the email setup web site, verify that you have typed all the email address information correctly.
- Log in to the email setup web site and add an email address to your BlackBerry® device using a browser on your computer. To log in to the email setup web site, type the email setup web site address provided by your wireless service provider in a browser on your computer. If you have already created a login

ID and password, use this information to log in. If you have not created a login user ID and password, click **Create New Account** and complete the instructions on the screen. To associate your device with a Microsoft® Outlook® or IBM® Lotus Notes® email account, you must visit the BlackBerry Internet Service email setup website using a browser on your computer.

- Verify that the email address is associated with a supported email account (for example, a POP3 or IMAP email account). If you cannot add the email address using a browser on your device or your computer, contact your wireless service provider for more information about supported email accounts.

I do not know which email setup option to select in the setup wizard

- Select the **I want to create or add an email address** option if the other options do not apply to you. This option is the most common option for individual users. If you select this option, an email setup web site opens on your device. On the email setup web site, you can create a new email address for your BlackBerry® device or associate your device with an existing, supported email address.
- Select the **I want to use a work email account with a BlackBerry Enterprise Server** option if a system administrator has provided you with a password that you can use to activate your device over the wireless network. If you select this option, an Enterprise Activation screen appears. On this screen, you can type your work email address and the password provided by your system administrator to activate your device.

- Select the **Skip email setup** option if any of the following situations apply:
    - A representative from the store where you purchased your device has already helped you to set up your email address.
    - You have already visited the email setup web site and have set up an email address using a browser on your computer.
    - You have an existing email account and have access to a BlackBerry Enterprise Server, but your system administrator has not provided you with a password that you can use to activate your device over the wireless network. Contact your system administrator for more information about setting up email for your device.
    - You have a Microsoft® Outlook® (Workgroup installation) email account on a Microsoft Exchange Server version 5.5. or later and you want to use the BlackBerry Desktop Redirector to forward email messages to your device.

I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.

- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Click the trackwheel. Click **Register Now**.
- Resend the message. Open the message. Click the trackwheel. Click **Resend**.

I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short

period of time to arrive), use the email setup web site to send a service book to your device.

- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Click the trackwheel. Click **Register Now**.
- If you switched devices, verify that you have updated the device PIN on the email setup web site. To find your device PIN, in the device options, click **Status**. Log in to the email setup web site. Click **Change Device**. Type the new BlackBerry device information. Click **Save**.
- If you use email message filters, verify that the options for email message filters are set correctly.

I cannot make or receive calls

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.

- If you are not receiving calls, verify that call blocking and call forwarding are turned off.
- If your SIM card supports more than one phone number, but you have only one phone number, verify that the phone number is set as the primary number.

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